

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

June 2015

## Chapter Stats

April 2015 was slower than normal across the board. This is normal for this time of year because people who have been cooped up all winter are now free from their homes and able to go outside again. California, Florida and New York continue to have a lock on the top 3 spots but other chapters are gaining ground. The biggest surprise was Texas who made their first ever top 8 appearance in the #7 spot. Strong work by all!



California	2684	Penn	776
Florida	2290	Illinois	752
New York	1942	Texas	626
Mass	805	New Jersey	579

## IPN Gear, Logo, and Trademark



Our admin staff was recently approached about dispatcher use of the IPN logo. Specifically, could an individual dispatcher, or small group of dispatchers, have IPN gear made on their own.

After careful consideration, and consultation with our legal team, we must remind dispatchers that unauthorized use of our name, trademark, or logo is not permitted.

The question, however, reminded us that we are here for you and we want to provide the types of dispatcher rewards and gear that you desire. We need YOUR input! Please contact your support team with suggestions and ideas.

## Pop Quiz....What Would YOU do?

EMS arrives on scene of a reported shooting and find two juveniles with a BB gun. One of the children was shot in the chest and there is a small wound but it does not appear the skin was penetrated. Police also arrive and begin questioning the parents. The situation does appear malicious. What category if any do you page this to?

- A) Shooting/Stabbing - child was shot with a weapon
- B) Violent Crime - Child was struck but the BB did not actually penetrate the skin
- C) Special - Children were playing, it was not a violent act or crime.
- D) NO page - it does not warrant an alert, very minor incident.

## IPN Dispatcher of the Month

We are pleased to announce that **WSC082** has been named DOTM!

He has been an active IPN dispatcher since 2013 and is active in several different chapters.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

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## On Scene Verification

You have already seen this month's stats for our top 8 states, that equates into hundreds of alerts sent each day and it is important to ensure that all IPN information is accurate.

We appreciate the positive word of mouth IPN receives and this also means we are always adding new dispatchers. We remind new dispatchers to follow the lead of others and send each page with pride...remember, it is signed by you with your dispatcher ID.

A key to a quality alert is waiting for on scene verification. It is very easy to rely on non-verbal communications to knock out alerts, like online CADs, twitter, and social media; however, confirmation is still required. It is best to use official CADs as a resource that allows us to then follow up with the radio traffic when it is available.

Too many times we see pages with embellished or even bad information being sent out, only to find out after the fact that the page was completely inaccurate. Obviously that makes IPN look bad, but it makes that dispatcher look bad as well. Some folks rely on social media or CAD screens as a single source for information, and that is not how we do things.

But more important than that is this: If you send bad, unverified and false information, it is worse than sending nothing at all. IPN requires all incidents to be verified by a unit that has arrived on the scene. Because information given at the time of dispatch is often invalid, details received from the general public should not be used. In most cases, the call should be confirmed by the responsible public safety division. For example: Fires & Hazmats should be confirmed by the fire department. Armed Robberies should be confirmed by the police department. Including details about the unit that is confirming the call is highly recommended, this helps reinforce the authenticity of the information that is being sent. Don't just say CHP or FHP are on scene if you are able to report it was Engine 123 (E123) or Delta212.

So take a moment to verify every report. With your effort, we can send valid, quality pages each time, every time... and we appreciate you for that extra effort.



## IPN Humor

Our very own FLA077 working the hotline even while on the road.

Seriously though, someone needs to send this guy an IPN pen, what's with that Orge-sized pencil?

Got a picture of your radio or dispatch set-up? Send it to us for possible publication.

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)



## Dispatch 101-Frequency Field



This is the third article in a series that is designed to help the members of the dispatch team navigate the system. This month we explore the frequency field.

This is the location that members look to

find **useful** information regarding how to listen to a call.

The best way to communicate the frequency is to type in the actual numbers that the call is being heard on. This would be 154.355, 33.70, 470.3125 or something similar. Most low and high band frequencies only need the two digits after the decimal but other bands may require up to four digits. There is never any need to add a bunch of zeros after the decimal just to fill the field. It serves no purpose and wastes space.

If the numeric isn't known and the agency has multiple frequencies then it is acceptable to type in the name of the frequency. This is never in UPPER CASE. It is always specific. It is pointless to type "Fire Disp", "Quincy Fire", "County Fire", "Trunked" or any other generic entry. This provides zero insight to the other members. We stress the fact that this field is for useful information.

When space permits and an alpha entry is being made in this field please be sure to include the agency acronym along with the name of the frequency. For example, "CHP Gold" should be entered not just the word "Gold".

It is important to stress that the frequency box is not mandatory. We do want people who choose to use the field to use it properly, but dispatchers really should not delay sending an alert in order to acquire a frequency. The info is helpful to the small number of people who still use programmable scanners but majority of our members either do not monitor or they utilize web based audio. If you choose not to use the field simply leave it blank.

## Use It or Lose It!

Following our beta-testing of some new alert types (smoke damage, water damage, and structure damage) we opened up the category to all dispatchers requesting access.



However, some dispatchers that have this access are never or rarely actually utilizing the category. As this category is exclusive to dispatchers that want to use it, those that are not sending damage alerts will have the category removed from their profile.

The damage category is an excellent way to earn additional points and some alerts can even be sent via damage AND a "mainstream" category (think veh vs structure as a Major Accident [or traffic] AND a structure damage alert).

Thank you to those dispatchers that frequently use this category and to those that do not: please check it out and ask for guidance if you need it. We will purge the category next month from all dispatcher profiles that are not utilizing it.

## Feed Review -Tucson, AZ

Tucson has an approximate population of 521,000 and is the 2nd largest city in Arizona. Tucson offers a wide array of outside activities and sports year round due to its pleasant climate, keeping law enforcement and firefighters busy 24/7.

Tucson Police, Fire & EMS recently upgraded to a new 800 digital system with crystal clear audio. TPD operates on 5 dispatch channels: South, Midtown, Northwest, East and Downtown. While this may sound like a lot, the chatter is kept to a minimum making it fairly easy to follow an incident.

Tucson EMS operates 18 medic units out of 21 Fire Stations.

Check out these Broadcastify feeds:

[Tucson Police & EMS](#)

[Tucson Fire Digital](#)

[Pima County Sheriff & Rual Metro EMS](#)





## Incident Photos



Photo by Mario Salano

### Photo Submissions

We are getting some great photos sent in! Thank you and keep them coming. Just remember, photos of all IPN alerts types are accepted, not just fires. So send in those SWATs, vehicle rescues, MCIs, and more!

Send to:  
newsletter@incidentpage.net  
(emails to support are stripped of all attachments.)

LAX / LAX| Huntington Beach, CA (Orange County)| 2 Alarm Fire| 3N| 18822 Beach Blvd| HE41 o/s fire inside a commercial strip mall with smoke showing.| CAL198| 19:49



Photo by Thomas Bilbrey

05-10-2015 | TEN| Nashville| 1 Alarm Fire| TOC B8| 610 Merritt Ave| FD units o/s 1 story commercial structure, fully involved.| TEN035| 02:39

## Ask QA

### -Large Scale Public Event

Our QA Support Staff received this question and we wanted to share the answer with all of you:

*"EMS is handling a lot of incidents at our local street fair, how do I format these because the address will always be the same?"*

Great question! We all have events like this in our area and sometimes things can get out of hand (fights) or mother-nature takes over (multiple heat-stroke victims during a marathon or outdoor concert). It is important to include the venue or event name in each narrative and include specifics so that it does not appear that the same incident is simply being re-paged.

| Del Mar | Trauma | 2260 Jimmy Durante Bl |Del Mar Fair Grounds. Fall from bungee jump scaffold, major head injury, med helo enrt| SAN000

| Del Mar | Trauma | 2260 Jimmy Durante Bl |Del Mar Fair Grounds. Explosion during fireworks set up. 1 technician with major burns| SAN000

| Del Mar | Trauma | 2260 Jimmy Durante Bl |Del Mar Fair Grounds. Hand amputation at the tilt-a-whirl. No extrication, ride operator fell onto ride while in use.| SAN000

While I think I would avoid this fair in the future, it is conceivable that multiple incidents could take place during the event that result in IPN alerts.



## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

**Newsletter Story & Photo Submission:**  
[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

**General Support:**  
[support@incidentpage.net](mailto:support@incidentpage.net)

**Dispatcher Admin Office:**  
1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

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## Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

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[JANUARY 2015](#)  
[FEBRUARY 2015](#)  
[MARCH 2015](#)  
[APRIL 2015](#)  
[MAY 2015](#)



## Pop Quiz Answer

Answer: D -

Much like a small fire that does not get paged as a 1 Alarm Fire, this was a very minor incident and should be held. The Shooting/Stabbing category works for weapon discharges resulting in bodily injury. In this case a BB gun with no injury would not qualify.

What was YOUR answer?

Don't forget to follow us on Facebook and ask a fellow dispatcher for an invite to the IPN Dispatcher facebook page. Look for prizes, raffles, and give-aways exclusively there. The more you share, the better the prizes!